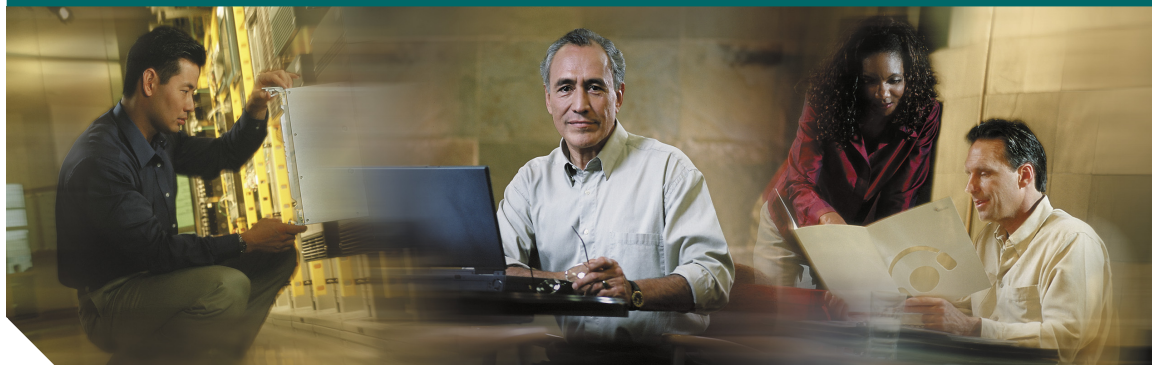




Cisco IP Phone 7911G for Cisco CallManager 4.1(3)

Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

OL-7389-01



Common Phone Tasks

Place a call	Go off-hook before or after dialing a number.
Redial a number	Press Redial .
Place a call on hold	Highlight a call and press  .
Resume a held call	Highlight a held call and press  .
Speed dial a number	- Press  and select a number to dial. - Press  and choose Directories > Speed Dials. Select a number to dial. - Enter a speed dial number while on-hook and press AbbrDial.
Transfer a call to a new number	Press Transfer , enter the number, then hang up (or press Transfer again if your phone does not support on-hook transfer).
Start a standard conference call	Press more > Confrn and dial the participant. Then press Confrn again.



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Cisco IP Phone 7911G for Cisco CallManager 4.1(3)

Softkey Definitions
Phone Screen Icons
Button Icons
Call Logs and Directories
Common Phone Tasks

Softkey Definitions

AbbrDial	Dial using a speed dial index number
Answer	Answer a call
Barge	Add yourself to a call on a shared line
CallBack	Receive notification when a busy extension becomes available
Cancel	Cancel an action or exit a screen without applying changes
cBarge	Add yourself to a call on a shared line and establish a conference call
CFwdALL	Setup/cancel call forwarding
Clear	Delete records or settings
Close	Close the current window
Conflist	View conference participants
Confrn	Create a conference call
Delete	Remove characters to the right of the cursor when using EditDial
Dial	Dial a phone number
DirTrfr	Transfer two calls to each other
EditDial	Edit a number in a call log
EndCall	Disconnect the current call
Erase	Reset settings to their defaults
Exit	Return to the previous screen
GPickUp	Answer a call ringing in another group
iDivert	Send a call to your voice messaging system
Join	Join several calls on a single line to create a conference call

MeetMe	Host a Meet-Me conference call
Monitor	Listen to a call on the speaker
MonOff	Disable the Monitor function
more	Display additional softkeys
Msgs	Access voice mail system
NewCall	Make a new call
OPickUp	Answer a call ringing in another group that is associated with your group
Park	Store a call using Call Park
PickUp	Answer a call in your group
Private	Prevent others from viewing or barging calls on a shared line
QRT	Submit call problems to the system administrator
Redial	Redial the most recently dialed number
Remove	Remove a conference participant
RmLstC	Drop the last party added to conference call
Search	Search for a directory listing
Transfer	Transfer a call
Update	Refresh content
<<	Delete entered characters
>>	Move through entered characters

Phone Screen Icons

Call State	
	Call Forwarding enabled
	Call on hold
	Connected call
	Off-hook
	On-hook
	Incoming call
	Shared line in use
Secure Calls	
	Authenticated call
	Secure call
Selected Input Device	
	Handset in use
	Speaker in use (Monitor on)
Critical Calls	
	Priority call
	Medium priority call
	High priority call
	Highest priority call

Other Features	
	Speed Dial configured
	Messages waiting
	Option selected
	Feature enabled

Button Icons

	Volume
	Navigation
	Hold
	Applications Menu

Call Logs and Directories

If you want to...	Then...
Dial from a call log	Press  and select Directories > Missed Calls, Placed Calls, or Received Calls . Scroll to the number to call and press Dial .
Dial from a corporate directory	Press  and select Directories > Corporate Directory . Enter letters and press Submit . Go off-hook to dial.



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Getting Started

These sections give you the basic information you need to start using your new Cisco IP Phone.

Using this Guide

This guide provides you with an overview of the features available on your phone. You can read it completely for a solid understanding of your phone’s capabilities, or refer to the table below for pointers to commonly-used sections.

If you want to...	Then...
Review important safety information	See the “Safety and Performance Information” section on page 3.
Use your phone after someone else has installed it for you	Start with the “An Overview of Your Phone” section on page 13.
Connect your phone	See the “Connecting Your Phone” section on page 10.
Learn about phone buttons	See the “Understanding Buttons and Hardware” section on page 13.
Make calls	See the “Placing a Call—Basic Options” section on page 17.
Put calls on hold	See the “Using Hold and Resume” section on page 20.
Transfer calls	See the “Transferring Calls” section on page 21.
Make conference calls	See the “Making Conference Calls” section on page 23.
Set up speed dialing	See the “Speed Dialing” section on page 27.
Share a phone number	See the “Using a Shared Line” section on page 29
Use the speaker on the phone	See the “Using a Handset, Headset, and Speaker” section on page 35.
Change the ring volume or tone	See the “Using Phone Settings” section on page 37.
View your missed calls	See the “Using Call Logs and Directories” section on page 39.

Finding Additional Information

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com/>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

More Information about Customizing Your Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your computer. You can use your Cisco CallManager User Options web pages to establish and customize phone services and to control phone features and settings from your computer. This Guide provides a brief overview of these capabilities. For complete instructions, refer to *Customizing Your Cisco IP Phone on the Web* at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Safety and Performance Information

Read the following safety notices before installing or using your Cisco IP Phone:



Warning

IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Waarschuwing

BELANGRIJKE VEILIGHEIDSINSTRUCTIES

Dit waarschuwingssymbool betekent gevaar. U verkeert in een situatie die lichamelijk letsel kan veroorzaken. Voordat u aan enige apparatuur gaat werken, dient u zich bewust te zijn van de bij elektrische schakelingen betrokken risico's en dient u op de hoogte te zijn van de standaard praktijken om ongelukken te voorkomen. Gebruik het nummer van de verklaring onderaan de waarschuwing als u een vertaling van de waarschuwing die bij het apparaat wordt geleverd, wilt raadplegen.

BEWAAR DEZE INSTRUCTIES

Varoitus

TÄRKEITÄ TURVALLISUUSOHJEITA

Tämä varoitusmerkki merkitsee vaaraa. Tilanne voi aiheuttaa ruumiillisia vammoja. Ennen kuin käsittelet laitteistoa, huomioi sähköpiirien käsittelemiseen liittyvät riskit ja tutustu onnettomuuksien yleisiin ehkäisytapoihin. Turvallisuusvaroitusten käännökset löytyvät laitteen mukana toimitettujen käännettyjen turvallisuusvaroitusten joukosta varoitusten lopussa näkyvien lausuntonumeroiden avulla.

SÄILYTÄ NÄMÄ OHJEET

Attention IMPORTANTES INFORMATIONS DE SÉCURITÉ

Ce symbole d'avertissement indique un danger. Vous vous trouvez dans une situation pouvant entraîner des blessures ou des dommages corporels. Avant de travailler sur un équipement, soyez conscient des dangers liés aux circuits électriques et familiarisez-vous avec les procédures couramment utilisées pour éviter les accidents. Pour prendre connaissance des traductions des avertissements figurant dans les consignes de sécurité traduites qui accompagnent cet appareil, référez-vous au numéro de l'instruction situé à la fin de chaque avertissement.

CONSERVEZ CES INFORMATIONS

Warnung WICHTIGE SICHERHEITSHINWEISE

Dieses Warnsymbol bedeutet Gefahr. Sie befinden sich in einer Situation, die zu Verletzungen führen kann. Machen Sie sich vor der Arbeit mit Geräten mit den Gefahren elektrischer Schaltungen und den üblichen Verfahren zur Vorbeugung vor Unfällen vertraut. Suchen Sie mit der am Ende jeder Warnung angegebenen Anweisungsnummer nach der jeweiligen Übersetzung in den übersetzten Sicherheitshinweisen, die zusammen mit diesem Gerät ausgeliefert wurden.

BEWAHREN SIE DIESE HINWEISE GUT AUF.

Avvertenza IMPORTANTI ISTRUZIONI SULLA SICUREZZA

Questo simbolo di avvertenza indica un pericolo. La situazione potrebbe causare infortuni alle persone. Prima di intervenire su qualsiasi apparecchiatura, occorre essere al corrente dei pericoli relativi ai circuiti elettrici e conoscere le procedure standard per la prevenzione di incidenti. Utilizzare il numero di istruzione presente alla fine di ciascuna avvertenza per individuare le traduzioni delle avvertenze riportate in questo documento.

CONSERVARE QUESTE ISTRUZIONI

Advarsel VIKTIGE SIKKERHETSINSTRUKSJONER

Dette advarselssymbolet betyr fare. Du er i en situasjon som kan føre til skade på person. Før du begynner å arbeide med noe av utstyret, må du være oppmerksom på farene forbundet med elektriske kretser, og kjenne til standardprosedyrer for å forhindre ulykker. Bruk nummeret i slutten av hver advarsel for å finne oversettelsen i de oversatte sikkerhetsadvarslene som fulgte med denne enheten.

TA VARE PÅ DISSE INSTRUKSJONENE**Aviso INSTRUÇÕES IMPORTANTES DE SEGURANÇA**

Este símbolo de aviso significa perigo. Você está em uma situação que poderá ser causadora de lesões corporais. Antes de iniciar a utilização de qualquer equipamento, tenha conhecimento dos perigos envolvidos no manuseio de circuitos elétricos e familiarize-se com as práticas habituais de prevenção de acidentes. Utilize o número da instrução fornecido ao final de cada aviso para localizar sua tradução nos avisos de segurança traduzidos que acompanham este dispositivo.

GUARDE ESTAS INSTRUÇÕES**¡Advertencia! INSTRUCCIONES IMPORTANTES DE SEGURIDAD**

Este símbolo de aviso indica peligro. Existe riesgo para su integridad física. Antes de manipular cualquier equipo, considere los riesgos de la corriente eléctrica y familiarícese con los procedimientos estándar de prevención de accidentes. Al final de cada advertencia encontrará el número que le ayudará a encontrar el texto traducido en el apartado de traducciones que acompaña a este dispositivo.

GUARDE ESTAS INSTRUCCIONES**Varning! VIKTIGA SÄKERHETSANVISNINGAR**

Denna varningssignal signalerar fara. Du befinner dig i en situation som kan leda till personskada. Innan du utför arbete på någon utrustning måste du vara medveten om farorna med elkretsar och känna till vanliga förfaranden för att förebygga olyckor. Använd det nummer som finns i slutet av varje varning för att hitta dess översättning i de översatta säkerhetsvarningar som medföljer denna anordning.

SPARA DESSA ANVISNINGAR

Figyelem

FONTOS BIZTONSÁGI ELOÍRÁSOK

Ez a figyelmeztető jel veszélyre utal. Sérülésveszélyt rejtő helyzetben van. Mielőtt bármely berendezésen munkát végezte, legyen figyelemmel az elektromos áramkörök okozta kockázatokra, és ismerkedjen meg a szokásos balesetvédelmi eljárásokkal. A kiadványban szereplő figyelmeztetések fordítása a készülékhez mellékelte biztonsági figyelmeztetések között található; a fordítás az egyes figyelmeztetések végén látható szám alapján kereshető meg.

ORIZZE MEG EZEKET AZ UTASÍTÁSOKAT!

Предупреждение

ВАЖНЫЕ ИНСТРУКЦИИ ПО СОБЛЮДЕНИЮ ТЕХНИКИ БЕЗОПАСНОСТИ

Этот символ предупреждения обозначает опасность. То есть имеет место ситуация, в которой следует опасаться телесных повреждений. Перед эксплуатацией оборудования выясните, каким опасностям может подвергаться пользователь при использовании электрических цепей, и ознакомьтесь с правилами техники безопасности для предотвращения возможных несчастных случаев. Воспользуйтесь номером заявления, приведенным в конце каждого предупреждения, чтобы найти его переведенный вариант в переводе предупреждений по безопасности, прилагаемом к данному устройству.

СОХРАНИТЕ ЭТИ ИНСТРУКЦИИ

警告 重要的安全性说明

此警告符号代表危险。您正处于可能受到严重伤害的工作环境中。在您使用设备开始工作之前，必须充分意识到触电的危险，并熟练掌握防止事故发生的标准工作程序。请根据每项警告结尾提供的声明号码来找到此设备的安全性警告说明的翻译文本。

请保存这些安全性说明

警告 安全上の重要な注意事項

「危険」の意味です。人身事故を予防するための注意事項が記述されています。装置の取り扱い作業を行うときは、電気回路の危険性に注意し、一般的な事故防止策に留意してください。警告の各国語版は、各注意事項の番号を基に、装置に付属の「Translated Safety Warnings」を参照してください。

これらの注意事項を保管しておいてください。

**Warning**

Read the installation instructions before you connect the system to its power source.

**Warning**

Ultimate disposal of this product should be handled according to all national laws and regulations.

**Warning**

Do not work on the system or connect or disconnect cables during periods of lightning activity.

**Warning**

To avoid electric shock, do not connect safety extra low voltage (SELV) circuits to telephone network voltage (TNV) circuits. LAN ports contain SELV circuits, and WAN ports contain TNV circuits. Some LAN and WAN ports use RJ-45 connectors. Use caution when connecting cables.

**Caution**

Inline power circuits provide current through the communication cable. Use the Cisco provided cable or a minimum 24 AWG communication cable.

Using an External Power Supply

The following warnings apply when you use the external power supply with the Cisco IP Phone:



Warning

This product relies on the building's installation for short-circuit (over current) protection. Ensure that a fuse or circuit breaker no larger than 120 VAC, 15A U.S. (240 VAC, 10A international) is used on the phase conductors (all current-carrying conductors).



Warning

The device is designed to work with TN power systems.



Warning

The plug-socket combination must be accessible at all times because it serves as the main disconnecting device.



Warning

The power supply must be placed indoors.



Caution

Use only a Cisco specified power supply with this product.

Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

Using External Devices

The following information applies when you use external devices with the Cisco IP Phone:

Cisco recommends the use of good quality external devices (headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of the following actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.

- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

**Caution**

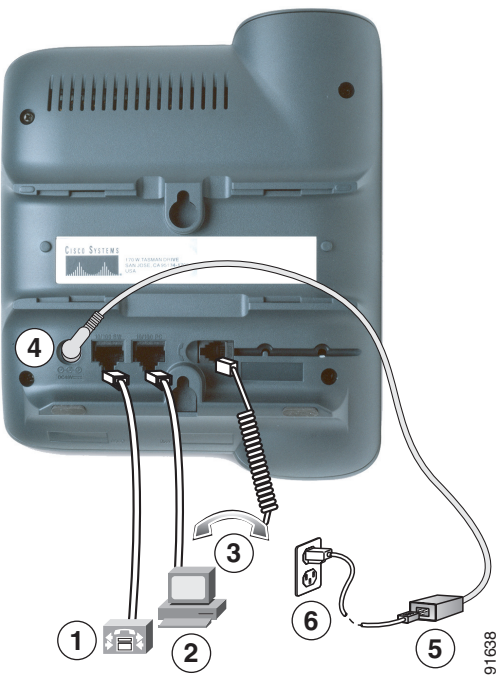
In European Union countries, use only headsets that are fully compliant with the EMC Directive [89/336/EC].

Accessibility Features

A list of accessibility features is available upon request.

Connecting Your Phone

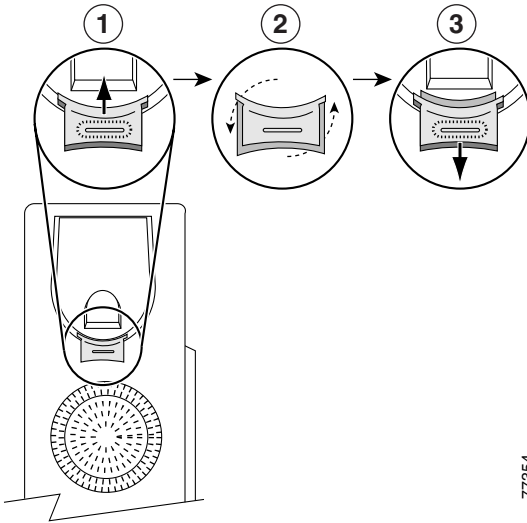
Your system administrator will likely connect your new Cisco IP Phone to the corporate IP telephony network. If that is not the case, refer to the graphic and table below to connect your phone.



1	Network port (10/100 SW)	4	DC Adapter port (DC48V)
2	Access port (10/100 PC)	5	AC-to-DC power supply
3	Handset port	6	AC power cord

Adjusting the Handset Rest

When you connect your phone, you might want to adjust the handset rest to ensure that the receiver will not slip out of the cradle. See the table below for instructions.



77354

1	Set the handset aside and pull the square plastic tab from the handset rest.
2	Rotate the tab 180 degrees.
3	Slide the tab back into the handset rest. An extension protrudes from the top of the rotated tab. Return the handset to the handset rest.

Registering with TAPS

After your phone is connected to the network, your system administrator might ask you to auto-register your phone using the Tool for Auto-Registered Phones Support (TAPS). TAPS might be used either for a new phone or to replace an existing phone.

To register with TAPS, pick up the handset, enter the TAPS extension provided by your system administrator, and follow the voice prompts. You might need to enter your entire extension, including the area code. After your phone displays a confirmation message, hang up. The phone will restart.

Headset Information

To use a headset, make sure the handset is disconnected, then connect the headset to the Handset port on the back of your phone.

Depending on headset manufacturer's recommendations, an external amplifier may be required. Refer to headset manufacturer's product documentation for more information.

Although Cisco Systems performs some internal testing of third-party headsets for use with the Cisco IP Phones, Cisco does not certify or support products from headset or handset vendors. Because of the inherent environmental and hardware inconsistencies in the locations where Cisco IP Phones are deployed, there is not a single “best” solution that is optimal for all environments. Cisco recommends that customers test the headsets that work best in their environment before deploying a large number of units in their network.

In some instances, the mechanics or electronics of various headsets can cause remote parties to hear an echo of their own voice when they speak to Cisco IP Phone users.

Cisco Systems recommends the use of good quality external devices (headsets) that are screened against unwanted radio frequency (RF) and audio frequency (AF) signals. Depending on the quality of these devices and their proximity to other devices such as cell phones and two-way radios, some audio noise may still occur. See the “Using External Devices” section on page 8 for more information.

The primary reason that support of a headset would be inappropriate for the Cisco IP Phone is the potential for an audible hum. This hum can either be heard by the remote party or by both the remote party and you, the Cisco IP Phone user. Some potential humming or buzzing sounds can be caused by a range of outside sources, for example, electric lights, being near electric motors, large PC monitors. In some cases, a hum experienced by a user may be reduced or eliminated by using a local power cube. See the “Using an External Power Supply” section on page 8 for more information.

Audio Quality is Subjective to the User

Beyond the physical, mechanical and technical performance, the audio portion of a headset must sound good to you (the user) and to the party on the far end. Sound is subjective and Cisco cannot guarantee the performance of any headsets or handsets, but some of the headsets and handsets on the sites listed below have been reported to perform well with Cisco IP Phones.

Nevertheless, it is ultimately still the customer’s responsibility to test this equipment in their own environment to determine suitable performance.

For information about headsets, see:

<http://www.vxicorp.com/cisco>

<http://www.plantronics.com/cisco>

An Overview of Your Phone

The Cisco IP Phone 7911G is a full-feature telephone that provides voice communication over the same data network that your computer uses, allowing you to place and receive calls, put calls on hold, transfer calls, make conference calls, and so on.

In addition to basic call-handling features, your Cisco IP Phone 7911G can provide specialized or advanced telephony features that extend your call-handling capabilities. Depending on configuration, your phone supports:

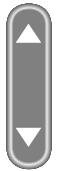
- Access to network data and web-based services.
- Online customizing of phone features and services from your User Options web pages.

Understanding Buttons and Hardware

You can use this figure below to identify the buttons and hardware on your phone.



91031

	Item	Description	For more information, see...
1	Phone screen	Displays phone features.	“Understanding Applications Menus” section on page 15 and “Understanding Line and Call Icons” section on page 16.
2	Cisco IP Phone series	Indicates your Cisco IP Phone model series.	—
3	Softkey buttons	Each softkey activates a softkey option displayed on your phone screen.	“Softkey Definitions” section on page 1.
4	Navigation button 	Allows you to scroll through menu items and highlight items. When the phone is on-hook, displays your Speed Dials.	“Understanding Applications Menus” section on page 15 and “Speed Dialing” section on page 27.
5	Applications menu button 	Displays the Applications menu that provides access to a voice messaging system, phone logs and directories, settings, and services.	“Understanding Applications Menus” section on page 15.
6	Hold button 	Places the active call on hold, resumes a call on hold, and switches between an active call and a call on hold.	“Using Hold and Resume” section on page 20.
7	Keypad	Allows you to dial phone numbers, enter letters, and choose menu items.	“Basic Call Handling” section on page 17.
8	Volume button 	Controls the handset, headset, speaker, and ringer volume.	“Using a Handset, Headset, and Speaker” section on page 35.
9	Handset with light strip	The light strip on the handset indicates an incoming call or new voice message.	“Accessing Voice Messages” section on page 42.
10	Footstand	Allows the phone to stand at a convenient angle on a desk or table.	—

Understanding Applications Menus

Use the Applications menus to access phone features.

If you want to...	Then...
Access the Applications menus	Press  to display a list of Applications: Messages, Directory, Settings, and Services.
Scroll through a list or menu	Press  .
Select a menu item	Press  to highlight a menu item, then press Select . You can also press the number on the keypad that corresponds to the number for the menu item.
Go back one level in a menu	Press Exit . (Note that if you press Exit from the top-level of a menu, the menu will close.)
Close a menu (and return to the Applications menu)	Press Exit one or more times until the menu closes, or press  .
Exit the Applications menu	Press  or Exit .



Note

After you press , the LED turns green and stays lit while you are using the Applications menus. If you depart from an application without pressing  or **Exit** (for example, to answer a new call), the phone screen display may change but the  button stays green. If you press  again, the application that you were using will resume at the point when it was interrupted.

Understanding Lines vs. Calls

To avoid confusion about lines and calls, refer to these descriptions:

- Lines—Each line corresponds to a phone number (or extension) that others can use to call you. Your phone can support one line.
- Calls—Each line can support multiple calls. By default, your phone supports up to six connected calls, but your system administrator can adjust this number according to your needs. Only one call can be active at any time; other calls are automatically placed on hold.

Understanding Line and Call Icons

Your phone displays icons to help you determine the call and line state (on-hook, on hold, ringing, connected, and so on).

Icon	Call or line state	Description
	On-hook line	No call activity on this line.
	Off-hook line	You are dialing a number or an outgoing call is ringing.
	Connected call	You are connected to the other party.
	Ringing call	A call is ringing on your line.
	Call on hold	You have put this call on hold. See the “Using Hold and Resume” section on page 20.
	Remote-in-use	Another phone that shares your line has a connected call. See the “Understanding Shared Lines” section on page 29.
	Authenticated call	See the “Making and Receiving Secure Calls” section on page 32.
	Encrypted call	See the “Making and Receiving Secure Calls” section on page 32.

Understanding Feature Availability

The operation of your Cisco IP Phone and the features available to you may vary, depending on how your company’s phone support team has configured your phone system. Therefore, some of the features included in this Phone Guide might not be available to you or might work differently on your Cisco CallManager. Contact your support desk or system administrator for information about feature operation or availability.

Basic Call Handling

This section covers basic call-handling tasks such as placing, answering, and transferring calls.

Placing a Call—Basic Options

Here are some easy ways to place a call on your Cisco IP Phone.

If you want to...	Then...	For more information, see...
Place a call	Lift the handset and dial the number.	“An Overview of Your Phone” section on page 13.
Pre-dial (dial on-hook without a dial tone)	Do one of the following: - Press  to display your list of speed-dial numbers and choose one. - Enter a phone number on the keypad. Note When you dial on-hook, your phone displays matching numbers from your Placed Calls log. Select a number to dial. Next, to place the call, do one of these actions: - Lift the handset. - Press Dial.	“Using Call Logs and Directories” section on page 39.
Dial on-hook (with dial tone)	Press NewCall and dial the number.	—
Redial a number	Press Redial .	—
Place a call when another call is active	- Press . - Press New Call. - Enter a number.	“Using Hold and Resume” section on page 20.
Dial from a call log	- Press  and select Directories > Missed Calls, Received Calls, or Placed Calls. - Scroll to the number to call and press Dial.	“Using Call Logs” section on page 39.

Tip

If you make a mistake while entering a phone number, press << to erase one or more digits. Press **Cancel** to exit the dialing attempt, or hang up.

Placing a Call—Additional Options

You can place calls using special features and services that might be available on your phone. See your system administrator for more information about these additional options.

If you want to...	Then...	For more information, see...
Speed dial a number	Do one of the following: - Press  to choose a number from your list of speed dial numbers and then press Dial. - Press  and select Directories > Speed Dials. Select the speed dial number and press Dial. - Use the Abbreviated Dial feature.	“Speed Dialing” section on page 27.
Dial from a corporate directory on your phone	- Press  and select Directories > Corporate Directory (name can vary). - Use your keypad to enter a name. - Press Search. - To dial from a listing, scroll to it and go off-hook.	“Using Call Logs and Directories” section on page 39.
Dial from a corporate directory on your personal computer using Cisco WebDialer	- Open a web browser and go to a WebDialer-enabled corporate directory. - Click the number that you want to dial.	<i>Customizing Your Cisco IP Phone on the Web:</i> http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.html
Use Cisco CallBack to receive notification when a busy or ringing extension is available	- Press CallBack while listening to the busy tone or ring sound. - Hang up. When the extension is available, your phone provides an audio and visual alert. - Place the call again.	Your system administrator.

If you want to...	Then...	For more information, see...
Make a priority (precedence) call	Enter the Multilevel Precedence and Preemption (MLPP) access number, then enter a phone number.	“Prioritizing Critical Calls” section on page 33.
Dial from a Personal Address Book (PAB) entry	1. Press  and select Directories > PAB service (exact name can vary). 2. Highlight a listing and go off-hook.	“Customizing Your Phone on the Web” section on page 43.
Place a call using a billing or tracking code	1. Dial a number. 2. After the tone, enter a client matter code (CMC) or a forced authorization code (FAC).	Your system administrator.
Place a call using your Cisco Extension Mobility profile	1. Press  and choose Services > EM Service (name can vary). 2. Enter login information.	“Using Cisco Extension Mobility” section on page 34.

Answering a Call

To answer a call, pick up the handset. See the table below for more options.

If you want to...	Then...	For more information, see...
Switch from a connected call to answer a new call	Press Answer .	“Using Hold and Resume” section on page 20.
Answer a call using call waiting	Press Answer .	“Using Hold and Resume” section on page 20.
Send call directly to your voice messaging system	Press iDivert .	“Accessing Voice Messages” section on page 42.
Automatically connect incoming calls	Use AutoAnswer.	“Using AutoAnswer” section on page 36.
Retrieve a parked call on another phone	Use Call Park.	“Storing and Retrieving Parked Calls” section on page 31.
Use your phone to answer a call that is ringing elsewhere	Use Call Pickup.	“Picking Up a Redirected Call on Your Phone” section on page 28.
Answer a priority call	Hang up the current call (by pressing EndCall) and then press Answer .	“Prioritizing Critical Calls” section on page 33.

Ending a Call

To end a call, simply hang up. Here are some more details.

If you want to...	Then...
Hang up while using the handset	Return the handset to its cradle. Or press EndCall .
Hang up while monitoring a call (using the speaker)	Press EndCall .
Hang up one call, but preserve another call on the same line	Press EndCall . If necessary, remove the call from hold first.

Using Hold and Resume

Only one call can be active at any given time; all other connected calls must be placed on hold.

If you want to...	Then...
Put a call on hold	1. Make sure the call you want to put on hold is highlighted. 2. Press .
Remove a call from hold	1. Make sure the appropriate call is highlighted. 2. Press .

Tips

- Engaging the Hold feature typically generates music or a beeping tone. For this reason, avoid putting a conference call on hold.
- A held call is indicated by the call-on-hold icon: . When a held call is highlighted, the Hold button  becomes lit (red). When a call that is not held is highlighted, and there are other held calls on the line, the Hold button changes to blinking (red).
- You can put up to six calls on hold, depending on the configuration set up by your system administrator.

Switching Between Multiple Calls

You can switch between multiple calls on your phone.

If you want to...	Then...
Switch between connected calls	1. Make sure the call that you want to switch to is highlighted. 2. Press . The other call is automatically placed on hold.
Switch from a connected call to answer a ringing call	Press Answer . Any active call is placed on hold and the selected call is resumed.

Viewing Multiple Calls

Understanding how multiple calls are displayed on your phone can help you organize your call-handling efforts.

Your phone displays calls as follows for the highlighted line:

- Calls with the highest precedence and longest duration display at the top of the list.
- Calls of a similar type are grouped together. For example, calls that you have interacted with are grouped near the top, and calls on hold are grouped last.

Transferring Calls

Transfer redirects a connected call. The *target* is the number to which you want to transfer the call.

If you want to...	Then...
Transfer a call without talking to the transfer recipient	1. From an active call, press Transfer. 2. Enter the target number. 3. Press Transfer again to complete the transfer or EndCall to cancel. Note If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.
Talk to the transfer recipient before transferring a call (consult transfer)	1. From an active call, press Transfer. 2. Enter the target number. 3. Wait for the transfer recipient to answer. 4. Press Transfer again to complete the transfer or EndCall to cancel. Note If your phone supports on-hook transfer, you can alternately complete the transfer by hanging up.

If you want to...	Then...
Transfer two current calls to each other (direct transfer) without staying on the line	1. Scroll to highlight any call on the line. 2. Press Select. 3. Repeat this process for the second call. 4. With one of the selected calls highlighted, press DirTrfr. (To display DirTrfr, you might need to press more.) The two calls connect to each other and drop you from the call. Note If you want to stay on the line with the callers, use Join instead.
Redirect a call to your voice messaging system	Press iDivert . The call is automatically transferred to your voice message greeting. You can use iDivert with a call that is active, ringing, or on hold.

Tips

- If on-hook transfer is enabled on your phone, you can either hang up to complete the call, or press **Transfer** and then hang up.
- If on-hook transfer is *not* enabled on your phone, hanging up without pressing **Transfer** again places the call on hold.
- You cannot use **Transfer** to redirect a call on hold. Press  again to remove the call from hold before transferring it.

Forwarding All Calls to Another Number

You can use Call Forward All to redirect incoming calls from your phone to another number.

If you want to...	Then...
Set up call forwarding on your line	Press CFwdALL and enter a target phone number.
Cancel call forwarding on your line	Press CFwdALL .
Verify that call forwarding is enabled on your line	Look for: • Flashing call forwarding icons   displayed one after the other next to your phone number. • “Forwarded to” and the target number in the status line.
Set up or cancel call forwarding remotely	1. Log in to your User Options web pages. 2. Choose Forward all calls... 3. Choose your phone number. 4. Choose to redirect calls to voice messaging or to another number.

Tips

- If call forwarding is enabled on a phone with shared lines, all calls on the shared lines are forwarded.
- You must enter the call forward target number exactly as you would dial it from your phone. For example, enter an access code or the area code, if necessary.
- You can forward your calls to a traditional analog phone or to another IP phone, although your system administrator might restrict the call forwarding feature to numbers within your company.
- Your system administrator can change call forwarding conditions for your phone line.

Making Conference Calls

Your Cisco IP Phone allows you to join three or more people into one telephone conversation, creating a conference call.

Understanding Types of Conference Calls

There are two types of conference calls: Standard and Meet-Me.

Standard Conference Calls

You can create a standard conference in different ways, depending on your needs and the softkeys available on your phone:

- **Confrn**—Use this softkey to establish a standard conference by calling each participant. Standard conference calling is a default feature available on most phones.
- **Join**—Use this softkey to establish a standard conference by joining several calls already in progress on one line.
- **cBarge**—Use this softkey to add yourself to an existing call on a shared line and to turn the call into a standard conference call. This feature is available only on phones that use shared lines.

See the “Starting and Joining a Standard Conference” section on page 24 for additional instructions.

Meet-Me Conference Calls

You can create a Meet-Me conference by calling the Meet-Me phone number at a specified time. See the “Starting or Joining a Meet-Me Conference Call” section on page 26 for additional instructions.

Starting and Joining a Standard Conference

A standard conference allows at least three participants to talk on a single call.

If you want to...	Then...
• Create a conference by calling participants • Add new participants to an existing conference	1. From a connected call, press Confrn. (You may need to press the more softkey to see Confrn.) 2. Enter the participant’s phone number. 3. Wait for the call to connect. 4. Press Confrn again to add the participant to your call. 5. Repeat to add additional participants.
Create a conference by joining two or more existing calls	1. Make sure that you have two or more calls on a single line. 2. Highlight a call that you want to add to the conference. 3. Press Select. The selected call displays this icon . 4. Repeat this process for each call that you want to add. 5. From one of the selected calls, press Join. (You may need to press the more softkey to see Join.) Note The active call is automatically selected.
Participate in a conference	Answer the phone when it rings.

If you want to...	Then...
Create a conference by barging a called on shared line	Highlight a call on a shared line and press cBarge . (You may need to press the more softkey to display cBarge .) See the “Using a Shared Line” section on page 27.
View a list of conference participants	1. Highlight an active conference. 2. Press ConfList. Participants are listed in the order in which they join the conference with the most recent additions at the top.
Get an updated list of participants	While viewing the conference list, press Update .
See who started the conference	While viewing the conference list, locate the person listed at the bottom of the list with an asterisk (*) next to the name.
Drop the last party added to the conference	Press RmLstC . You can remove participants only if you initiated the conference call.
Remove any conference participant	1. Highlight the participant’s name. 2. Press Remove. You can remove participants only if you initiated the conference.
End your participation in a conference	Hang up or press EndCall .

Tips

- Calls must be on the same line before you can add them to a conference. If calls are on different lines, transfer them to a single line before using **Confrn** or **Join**.
- Depending on how your phone is configured, if you leave a conference after creating it, the conference might end. To avoid this, transfer the conference before hanging up.

Starting or Joining a Meet-Me Conference Call

Meet-Me conferencing allows you to start or join a conference by dialing the conference number.

If you want to...	Then...
Start a Meet-Me conference	1. Obtain a Meet-Me phone number from your system administrator. 2. Distribute the number to participants. 3. When you are ready to start the meeting, go off-hook to invoke a dial tone, then press MeetMe. 4. Dial the Meet-Me conference number. Participants can now join the conference by dialing in. Note Participants hear a busy tone if they call the conference before the initiator has joined.
Participate in a Meet-Me conference	Dial the Meet-Me conference number (provided by the conference initiator). Note Participants hear a busy tone if they call the conference before the initiator has joined.
End a Meet-Me conference	All participants must hang up. The conference does not automatically end when the conference initiator disconnects.

Advanced Call Handling

Advanced call-handling tasks involve special features that your system administrator might configure for your phone depending on your call-handling needs and work environment.

Speed Dialing

Speed dialing allows you to enter an index number or select a phone screen item to place a call. Depending on configuration, your phone can support several speed-dial features:

- Speed Dials
- Abbreviated Dialing
- Fast Dials



Note

- To set up speed-dial numbers and Abbreviated Dial, you must be able to access your User Options web pages. See the “Logging In to the User Options Web Pages” section on page 43.
- To set up Fast Dials, you must have access to the Personal Directory feature. See the “Customizing Your Phone on the Web” section on page 43.
- Alternately, your system administrator can configure speed-dial features for you.

If you want to...	Then...
Use Speed Dials	1. Set up speed-dial numbers. See the “Customizing Your Phone on the Web” section on page 43. 2. To place a call, press , or press  and select Directories > Speed Dials.
Use Abbreviated Dial	1. Set up Abbreviated Dialing codes. See the “Customizing Your Phone on the Web” section on page 43. 2. To place a call, enter the Abbreviated Dialing code and press AbbrDial.
Use Fast Dial	1. Create a Personal Address Book entry and assign a Fast Dial code. See the “Customizing Your Phone on the Web” section on page 43. 2. To place a call, access the Fast Dial service on your phone.

Picking Up a Redirected Call on Your Phone

Call PickUp allows you to answer a call that is ringing on a co-worker’s phone by redirecting the call to your phone. You might use Call PickUp if you share call-handling with coworkers.

If you want to...	Then...
Answer a call that is ringing on another extension within your call pickup group	1. Do one of the following: • If the PickUp softkey is available, press it. • If the PickUp softkey is not available, go off-hook to display it, then press PickUp. • If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings, press Answer to connect to the call.
Answer a call that is ringing on another extension outside of your group	1. Do one of the following: • If the GPickUp softkey is available, press it. • If the GPickUp softkey is not available, go off-hook to display it, then press GPickUp. 2. Enter the group pickup code. If your phone supports auto-pickup, you are now connected to the call. 3. If the call rings, press Answer to connect to the call.
Answer a call that is ringing on another extension in your group or in an associated group	1. Do one of the following: • If the OPickUp softkey is available, press it. • If the OPickUp softkey is not available, go off-hook to display it, then press OPickUp. If your phone supports auto-pickup, you are now connected to the call. 2. If the call rings, press Answer to connect to the call.

Tips

- Pressing **PickUp** and **GPickUp** connects you to the call that has been ringing for the longest time.
- Pressing **OPickUp** connects you to the call in the pickup group with the highest priority.

Using a Shared Line

Your system administrator might ask you to use a shared line if you:

- Have multiple phones and want one phone number
- Share call-handling tasks with co-workers
- Handle calls on behalf of a manager

Understanding Shared Lines

Remote-in-Use Icon

The remote-in-use icon  appears when another phone that shares your line has a connected call. You can place and receive calls as usual on the shared line, even when the remote-in-use icon appears.

Sharing Call Information and Barging

Phones that share a line each display information about calls that are placed and received on the shared line. This information might include caller ID and call duration. (See the Privacy section for exceptions.)

When call information is visible in this way, you and coworkers who share a line can add yourselves to calls using either **Barge** or **cBarge**. See the “Adding Yourself to a Shared-Line Call” section on page 30.

Privacy

If you do not want coworkers who share your line to see information about your calls, enable the Privacy feature. Doing so also prevents coworkers from barging your calls. See the “Preventing Others from Viewing or Joining a Shared-Line Call” section on page 31.



Note

The maximum number of calls that a shared line supports can vary by phone.

Adding Yourself to a Shared-Line Call

Depending on how your phone is configured, you can add yourself to a call on a shared line using either Barge or cBarge.

If you want to...	Then...
See if the shared line is in use	Look for the remote-in-use icon  .
Add yourself to a call on a shared line using the Barge softkey	1. Highlight a remote-in-use call. 2. Press Barge. (You may need to press the more softkey to display Barge.) Other parties hear a beep tone announcing your presence.
Add yourself to a call on a shared line using the cBarge softkey	1. Highlight a remote-in-use call. 2. Press cBarge. (You may need to press the more softkey to display cBarge.) Other parties hear a tone and brief audio interruption, and call information changes on the phone screen.
Add new conference participants to a call that you have barged	Barge the call using cBarge , if available. Unlike Barge, cBarge converts the call into a standard conference call, allowing you to add new participants. See the “Making Conference Calls” section on page 23.
Leave a barged call	Hang up. If you hang up after using Barge, the remaining parties hear a disconnect tone and the original call continues. If you hang up after using cBarge, the call remains a conference call (provided at least three participants remain on the line).

Tips

- If a phone that is using the shared line has Privacy enabled, call information and barge softkeys will not appear on the other phones that share the line.
- You will be disconnected from a call that you have joined using **Barge** if the call is put on hold, transferred, or turned into a conference call.

Preventing Others from Viewing or Joining a Shared-Line Call

If you share a phone line, you can use the Privacy feature to prevent others who share the line from viewing or barging your calls.

If you want to...	Then...
Prevent others from viewing or barging calls on a shared line	1. Press more > Private. 2. To verify that Privacy is on, look for the Privacy-enabled icon  and “Private” on the phone screen.
Allow others to view or barge calls on a shared line	1. Press more > Private. 2. To verify that Privacy is off, look for the Privacy-disabled icon  on the phone screen.

Tips

- If the phone that shares your line has Privacy enabled, you can make and receive calls using the shared line as usual.
- The Privacy feature applies to all shared lines on your phone. Consequently, if you have multiple shared lines and Privacy is enabled, coworkers will not be able to view or barge calls on any of your shared lines.

Storing and Retrieving Parked Calls

You can park a call when you want to store the call so that you or someone else can retrieve it from another phone in the Cisco CallManager system (for example, a phone at a co-worker’s desk or in a conference room).

If you want to...	Then...
Store an active call using Call Park	1. During a call, press Park. (You may need to press the more softkey to see Park.) 2. Record the call park number displayed on your phone screen. 3. Hang up.
Retrieve a parked call	Enter the call park number from any Cisco IP Phone in your network to connect to the call.



Note

You have a limited amount of time to retrieve a parked call before it reverts to ringing at the original number. See your system administrator for details.

Making and Receiving Secure Calls

Depending on how your system administrator has configured your phone system, your phone might support making and receiving secure calls.

Your phone is capable of supporting these types of calls:

- *Authenticated* call—The identities of all phones participating in the call have been verified.
- *Encrypted* call—The phone is receiving and transmitting encrypted audio (your conversation) within the Cisco IP network. Encrypted calls are also authenticated.
- *Non-secure* call—At least one of the participating phones or the connection does not support these security features, or the phones cannot be verified.

If you want to...	Then...
Check the security level of a call	Look for a security icon in the top right corner of the call activity area, next to the call duration timer:  Authenticated call  Encrypted call Neither security icon appears if the call is non-secure.
Determine if secure calls can be made in your company	Contact your system administrator.



Note

There are interactions, restrictions, and limitations that affect how security features work on your phone. For more information, ask your system administrator.

Tracing Suspicious Calls

If you are receiving suspicious or malicious calls, your system administrator can add the Malicious Call Identification (MCID) feature to your phone. This feature enables you to identify an active call as suspicious, which initiates a series of automated tracking and notification messages.

If you want to...	Then...
Notify your system administrator about a suspicious or harassing call	Press MCID. Your phone plays a tone and displays the message, “MCID successful.”

Prioritizing Critical Calls

In some specialized environments, such as military or government offices, you might need to make and receive urgent or critical calls. If you have the need for this specialized call handling, your system administrator can add Multilevel Precedence and Preemption (MLPP) to your phone.

Keep these terms in mind:

- *Precedence* indicates the priority associated with a call.
- *Preemption* is the process of ending an existing, lower priority call while accepting a higher priority call that is sent to your phone.

If you...	Then...
Want to choose a priority (precedence) level for an outgoing call	Each priority level has a different precedence number that must be dialed. Contact your system administrator for a list of corresponding precedence numbers for calls.
Want to make a priority (precedence) call	Enter the MLPP access number (provided by your system administrator) followed by the phone number.
Hear a special ring (faster than usual) or special call waiting tone	You are receiving a priority (precedence) call. An MLPP icon on your phone screen indicates the priority level of the call.
Want to view priority level of a call	Look for an MLPP icon on your phone screen: ▣ Priority call ▣ Medium priority (immediate) call ▣ High priority (flash) call ▣ Highest priority (flash override) or Executive Override call Higher priority calls are displayed at the top of your call list. If you do not see an MLPP icon, the priority level of the call is normal (routine).
Want to accept a higher-priority call	Answer the call as usual. If necessary, end an active call first.
Hear a continuous tone interrupting your call	You or the other party are receiving a call that must preempt the current call. Hang up immediately to allow the higher priority call to ring through.

Tips

- When you make or receive an MLPP-enabled call, you will hear special ring tones and call waiting tones that differ from the standard tones.
- If you enter an invalid MLPP access number, a verbal announcement will alert you of the error.

Using Cisco Extension Mobility

Cisco Extension Mobility (EM) allows you to temporarily configure a Cisco IP Phone as your own. Once you log in to EM, the phone adopts your user profile, including your phone lines, features, established services, and web-based settings. Your system administrator must configure EM for you.

If you want to...	Then...
Log in to EM	1. Press  and choose Services > EM Service (name can vary). 2. If prompted, select a device profile. 3. Enter your user ID and PIN (provided by your system administrator). 4. Press Submit.
Log out of EM	1. Press  and choose Services > EM Service (name can vary). 2. When prompted to log out, press Yes.

Tips

- EM automatically logs you out after a certain amount of time. This time limit is established by your system administrator.
- Changes that you make to your EM profile (from the User Options web pages) take effect the next time that you log in to EM on a phone.
- Settings that are controlled on the phone only are not maintained in your EM profile.

Using a Handset, Headset, and Speaker

The Cisco IP Phone 7911G provides a speaker for hands-free listening. You can use the speaker only to listen to a call. To talk on a call, you must pick up the handset.

If you want to...	Then...
Use the handset	Lift the handset.
Listen to the other party on the speaker	Press Monitor and then hang up the handset. You will be able to hear the call but you will not be able to talk on the call.
Turn off the speaker and use the handset	Lift the handset, or press MonOff .
Turn off the speaker and hang up	Press EndCall .
Use a headset	Disconnect the handset and connect a headset to the Handset port.
Adjust the volume level for a call	Press the up or down Volume button during a call or after invoking a dial tone. This action adjusts the volume for the handset, speaker, or headset, depending on which device is in use. Press Save to preserve the volume level for future calls.



Note

If your system administrator has disabled the speaker on your phone, the **Monitor** and **MonOff** softkeys will not be available to you. You must lift the handset to place and monitor calls.

Obtaining a Headset

For information about purchasing headsets, see the “Headset Information” section on page 11. Depending on headset manufacturer’s recommendations, an external amplifier may be required. Refer to headset manufacturer’s product documentation for more information.

Using AutoAnswer

When AutoAnswer is enabled, your phone answers incoming calls automatically after a few rings. Your system administrator configures AutoAnswer to use the speaker to answer calls. However, you can only monitor the call using the speaker. To speak to the caller, you must pick up the handset.

Using Phone Settings

You can adjust the ring tone, background image, and other settings on your Cisco IP Phone.

Customizing Rings and Message Indicators

You can customize how your phone indicates an incoming call and a new voice message. You can also adjust the ringer volume for your phone.

If you want to...	Then...
Change the ring tone	1. Press  and select Settings > User Preferences > Rings. 2. Press Select to display list of ring sounds, and press Select again to choose a ring tone. 3. To hear a sample, press Play. 4. Press Save to set the ring tone, or press Cancel.
Change the ring pattern (flash-only, ring once, beep-only, etc.)	Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 43.) Note Before you can access this setting, your system administrator might need to enable it for you.
Adjust the volume level for the ringer	Press the Volume button while the handset is in the cradle. The new ringer volume is saved automatically.
Change the way that the voice message light on your handset works	1. Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 43.) 2. Choose Change the Message Waiting Lamp policy... Note Typically, the default system policy is to indicate a new voice message by displaying a steady light on the handset light strip.

Customizing the Phone Screen

You can adjust the characteristics of the phone screen.

If you want to...	Then...
Change the language on the phone screen	Log in to your User Options web pages. (See the “Logging In to the User Options Web Pages” section on page 43.)
Change the background image	1. Press  and choose Settings > User Preferences > Background Images. 2. Press  to scroll through thumbnails of background images. 3. Press Select to choose an image. 4. Press Preview to display the image. 5. Press Save, or press Cancel.

Using Call Logs and Directories

This section describes how you can use call logs and directories. To access both features, Press  and select **Directories**.

Using Call Logs

Your phone maintains logs of your missed, placed, and received calls.

If you want to...	Then...
View your call logs	Press  , and choose Directories > Missed Calls, Placed Calls, or Received Calls . Each log can store up to 100 records. To view a truncated listing, highlight it and press EditDial .
Erase your call logs	Press  , choose Directories > Missed Calls, Placed Calls, or Received Calls , and press Clear . Doing so erases all records in all logs.

If you want to...	Then...
Dial from a call log (while not on another call)	1. Press  and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Highlight a call record from the log. 3. If you need to edit the displayed number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.) 4. Go off-hook to place the call.
Dial from a call log (while connected to another call)	1. Press , and choose Directories > Missed Calls, Placed Calls, or Received Calls. 2. Highlight a call record from the log. 3. If you need to edit the displayed number, press EditDial followed by << or >>. To delete the number, press EditDial followed by Delete. (You may need to press the more softkey to display Delete.) 4. Press Dial. 5. Press one of the following to handle the original call: – Hold—Puts the first call on hold. – Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.) – Confrrn—Creates a conference call with all parties, including you. (Press Confrrn again after dialing to complete the action.) – End Call—Disconnects the first call and dials the second.

Directory Dialing

Depending on configuration, your phone can provide corporate and personal directory features:

- **Corporate Directory**—A directory of corporate contacts that is set up and maintained by your system administrator.
- **Personal Directory**—If available, personal contacts and associated speed-dial codes that you can configure and access from your phone and User Options web pages. Personal Directory comprises the Personal Address Book (PAB) and Fast Dials.
 - PAB is a directory of your personal contacts.
 - Fast Dials allows you to assign codes to PAB entries for quick dialing.
 - For more information, see “Customizing Your Phone on the Web” section on page 43.

Using Corporate Directory on Your Phone

You can use a corporate directory to place calls to coworkers.

If you want to...	Then...
Dial from a corporate directory (while not on another call)	1. Press , and choose Directories > Corporate Directory (exact name can vary). 2. Use your keypad to enter a full or partial name. 3. Press Search. 4. Press the listing that you want to dial, or scroll to the listing and go off-hook.
Dial from a corporate directory (while connected to another call)	1. Press , and choose Directories > Corporate Directory (exact name can vary). 2. Use your keypad to enter a full or partial name. 3. Press Search. 4. Scroll to a listing and press Dial. 5. Press one of the following to handle the original call: – Hold—Puts the first call on hold. – Transfer—Transfers the first party to the second and drops you from the call. (Press Transfer again after dialing to complete the action.) – Confrn—Creates a conference call with all parties, including you. (Press Confrn again after dialing to complete the action.) – End Call—Disconnects the first call and dials the second.

Tip

Use the numbers on your keypad to enter characters on your phone screen. Use the Navigation button on your phone to move between input fields.

Accessing Voice Messages

To access voice messages, press  , select **Messages**.



Note Your company determines the voice message service that your phone system uses. For the most accurate and detailed information, refer to the documentation that came with your voice message service.

If you want to...	Then...
Set up and personalize your voice message service	Do one of the following: • Press Msgs and follow the voice instructions. • Press  , select Messages, and follow the voice instructions.
See if you have a new voice message	Look for: • A steady red light on your handset. (This indicator can vary. See the “Customizing Rings and Message Indicators” section on page 37.) • An envelope icon  on your phone screen.
Listen to your voice messages or access the voice messages menu	Do one of the following: • Press Msgs and follow the voice instructions. • Press  , select Messages, and follow the voice instructions.
Send a call to your voice message system	Press iDivert . The iDivert feature automatically transfers a call (including a ringing or held call) to your voice message system. Callers hear your voice message greeting and can leave you a message.

Customizing Your Phone on the Web

Your Cisco IP Phone is a network device that can share information with other network devices in your company, including your personal computer. You can use your computer to log in to your Cisco Personal Communication Assistant (also called your User Options web pages), where you can control features, settings, and services for your Cisco IP Phone. For example, you can set up speed-dial numbers from your user web pages.

This section describes how to access your User Options web pages and how to subscribe to phone services. For more details about the features you can configure and the phone services to which you can subscribe, refer to *Customizing Your Cisco IP Phone on the Web*:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm.

Logging In to the User Options Web Pages

Procedure

- Step 1** Obtain a User Options URL, user ID, and default password from your system administrator.
- Step 2** Open a web browser on your computer and enter the URL (provided by your system administrator) and log on.
- Step 3** From the general menu, select your device type (phone model) in the “Select a device” drop-down list.

After you make your selection, a context-sensitive menu appears with options appropriate for your phone.

Tips for Navigating the User Options Pages

- Select your device from the menu page to see all of your options.
- Click **Update** to apply and save your changes.
- Click **Return to the Menu** to get back to the context-sensitive menu.
- Click **Log Off** to exit the User pages.

Subscribing to Phone Services

Before you can access subscription phone services on your phone, you need to subscribe to them by using your computer to access the User Options web pages. See the “Logging In to the User Options Web Pages” section on page 43.

Phone services can include:

- Web-based information, such as stock quotes, movie listings, and weather reports
- Network data, such as corporate calendars and searchable directories
- Phone features, such as the Fast Dial service and a Personal Address Book

Refer to the following table for more information.

If you want to...	Then do this after you log in...
Subscribe to a service	1. From the main menu, choose Configure your Cisco IP Phone Services. 2. Select a service from the “Available Services” drop-down list and click Continue. 3. Enter more information upon request (such as a zip code or PIN, then click Subscribe.
Change or end subscriptions	1. From the main menu, choose Configure your Cisco IP Phone Services. 2. Click a service in the “Your Subscribed Services” panel. 3. Click Update after making changes, or click Unsubscribe.
Access a service on your phone	Press  and choose Services on your phone.
Learn how to use phone services	Refer to <i>Customizing Your Cisco IP Phone on the Web</i> : http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

Understanding Additional Configuration Options

Your system administrator can configure your phone to use specific button and softkey templates along with special services and features, if appropriate. This table provides an overview of some configuration options that you might want to discuss with your phone system administrator based on your calling needs or work environment.



Note

You can locate Phone Guides and other documents listed in this table on the web:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

If you...	Then...	For more information...
Need to handle more calls on your phone line	Ask your system administrator to configure your line to support more calls.	Talk to your system administrator or phone support team.
Work with (or work as) an administrative assistant	Consider using a shared line.	See the “Using a Shared Line” section on page 29.
Want to use one extension for several phones	Request a shared line. This allows you to use one extension for your desk phone and lab phone, for example.	See the “Using a Shared Line” section on page 29.
Share phones or office space with co-workers	Consider using: • Call Park to store and retrieve calls without using the transfer feature. • Call Pickup to answer calls ringing on another phone. • A shared line to view or join co-workers’ calls. • Cisco Extension Mobility to apply your phone number and user profile to a shared Cisco IP Phone.	Ask your system administrator about these features and see the: • “Advanced Call Handling” section on page 27. • “Using a Shared Line” section on page 29. • “Using Cisco Extension Mobility” section on page 34.
Want to temporarily apply your phone number and settings to a shared Cisco IP Phone	Ask your system administrator about the Cisco Extension Mobility service.	See the “Using Cisco Extension Mobility” section on page 34.

Troubleshooting Your Phone

This section provides information to help you troubleshoot general problems with your phone. For more information, see your system administrator.

Symptom	Explanation
You cannot hear a dial tone or complete a call	One or more of the following factors might apply: • You must log into the Extension Mobility service. • You must enter a client matter code or forced authorization code after dialing a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.
The softkey that you want to use does not appear	One or more of the following factors might apply: • You must press more to reveal additional softkeys. • You must change the line state (for example, go off-hook or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Join fails	Join requires multiple selected calls. Be sure that you have selected at least one call in addition to the active call, which is selected automatically.
Barge fails and results in a fast busy tone	You cannot barge an encrypted call if the phone you are using is not configured for encryption. When your barge attempt fails for this reason, your phone plays a fast busy tone.
You are disconnected from a call that you joined using Barge	You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.
Cisco CallBack fails	The other party might have call forwarding enabled.

Viewing Phone Administration Data

Your system administrator might ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network configuration data	Press  and choose Settings > Network Configuration and select the network configuration item that you want to view.
Access status data	Press  and choose Settings > Status and select the status item that you want to view.
Access phone model information	Press  and choose Settings > Model Information .

Using the Quality Reporting Tool

Your system administrator may temporarily configure your phone with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press **QRT** to submit information to your system administrator. Depending on configuration, use the QRT to:

- Immediately report an audio problem on a current call
- Select a general problem from a list of categories and choose reason codes



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Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices

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